PERFORMANCE METRICS TABLE								
Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?
Wichie ID	1 Number of systems	Number of systems running on the platform.		Strategic and Business Results		Over target	Quarterly	No No
	2 Agencies using platform	Number of distinct Agencies using the platform.	Count	Strategic and Business Results		Over target	Quarterly	No
	3 System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results		Over target	Monthly	No
	4 Average time to patch security findings	Time since a vulnerability was found to when it was patched.	days	Customer Satisfaction (Results)		Under target	Quarterly	No
	5 Net Promoter Score	How are our customers experiencing the platform.	NPS	Financial Performance		Over target	Quarterly	No
New	3 Net Fiolilotei Stole	now are our customers experiencing the platform.	INFO	Titiancial Ferrormance	45	Over target	Quarterly	NO
New								
SEPTEMBER								
Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes				
renormance weens	laiget	Wiontiny Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes	<u> </u>			
Number of systems running on the platform.		12	30 (9/31/17)	This counts each paid customer package as one system.				
realiser of Systems ranning on the platform	-		30 (3) 31, 11)	To define "agency" consistently (such as to decide	_			
				whether FBI, ATF, and DOJ are counted as three agencies	s			
				or together under DOJ as one agency), this count uses				
				the definition at				
				https://github.com/unitedstates/orgchart/blob/master/	<mark>/ </mark>			
Number of distinct Agencies using the platform.	1	.2	14 (9/31/17)					
<u> </u>			, , ,	This counts only caused-by-cloud.gov customer				
				application downtime (user-facing downtime), not				
				temporary service disruptions for developer tools on				
Percentage of time that the platform was running.	99.9	99.99 (9/31/2017	<mark>)</mark>	cloud.gov such as the customer dashboard.				
				This uses the same metric as below: time between a				
				Cloud Foundry stemcell release and application. We				
				added more high-availability components, so it takes				
Time since a vulnerability was found to when it was patched.		2	2	longer to roll out releases for some parts of the system.				
				We sent NPS surveys to a few hundred users (both				
				customers and people trying out the platform in "free				
				trial" mode), and we received 17 responses (about 1.5%				
				of our userbase). The NPS result was -35. We believe thi	S			
				low number was due to low response rate and due to				
				surveying both current customers and people who are				
How are our customers experiencing the platform.	4	15	-35 (9/18/17)	trying the platform but may not be our target market.				
AUCUST								
AUGUST								
Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date					
				This counts only caused-by-cloud.gov customer				
				application downtime (user-facing downtime), not				
				temporary service disruptions for developer tools on				
Percentage of time that the platform was running.	99.9	99.99 (8/31/2017		cloud.gov such as the customer dashboard.				
HHV								
JULY								
Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date					
				This counts only caused-by-cloud.gov customer	1			
				application downtime (user-facing downtime), not	1			
				temporary service disruptions for developer tools on				
Percentage of time that the platform was running.	99.9	99.99 (7/27/2017	0	cloud.gov such as the customer dashboard.	_ _ ,		1	
IIINE								
JUNE								
Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes				
1					1			
Number of systems running on the platform.		32	30 (6/30/2017)) This counts each paid customer package as one system.	_			
				To define "agency" consistently (such as to decide				
				whether FBI, ATF, and DOJ are counted as three agencie	S			
				or together under DOJ as one agency), this count uses				
				the definition at	. [
				https://github.com/unitedstates/orgchart/blob/master/	'			
Number of distinct Agencies using the platform.		12	13 (6/30/2017)) wikipedia/list_of_agencies-abridged.csv	4			
				This counts only caused-by-cloud.gov customer				
1				application downtime (user-facing downtime), not				
Percentage of time that the platform was running.	99.5	99.99 (6/30/2017		temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.				

				This uses the same metric as below: time between a
				Cloud Foundry stemcell release and application. We
				continue to deploy Cloud Foundry stemcells within 24
Time since a vulnerability was found to when it was patched.	2		0 (6/30/2017)	
				We have not recently run a Net Promoter Score survey,
How are our customers experiencing the platform.	45		-	but we plan to do that next quarter.
MAY				
Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
		·		This counts only caused-by-cloud gov customer application downtime (user-facing downtime), not temporary service disruptions for
Percentage of time that the platform was running.	99.99	99.99 (5/31/2017)		developer tools on cloud.gov such as the customer dashboard.
APRIL				
Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
				This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for
Percentage of time that the platform was running.	99.99	99.9 (4/30/2017	99.86 (4/19/17)	developer tools on cloud gov such as the customer dashboard.
MARCH				
Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
				This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed
Number of systems running on the platform.	32	28 (3/31/2017)	31 (3/31/2017)	
, , ,		,,,,,		To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as
				one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agencies-
Number of distinct Agencies using the platform.	12	12 (3/31/2017	14 (3/31/2017)	
				This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for
Percentage of time that the platform was running.	99.99	99.8 (3/31/2017)	99.85 (3/31/2017)	developer tools on cloud.gov such as the customer dashboard.
				This uses the same metric as below: time between a Cloud Foundry stemcell release and application. CF 254 was released on March 21
Time since a vulnerability was found to when it was patched.	2	0 (3/31/2017)	0 (3/31/2017)	and we applied it that day.
How are our customers experiencing the platform.	45			We ran a net promoter score, but participation was too low to generate quantitative results. We plan to try running this again with a better method, so that we will have a result next quarter.
now are our customers experiencing the platform.	43		-	- Detter method, so that we will have a result heat quarter.
FEBRUARY				
Performance Metric	Target	Actual Result	Notes	
Number of systems running on the platform.	1arget 32			
Number of distinct Agencies using the platform.	12			
Percentage of time that the platform was running.	99.99		The largest downtime was two hours, affecting only	y users trying to login on the command line.
Time since a vulnerability was found to when it was patched.	2		Stemcell was released 2/22/2017 and applied to pro	
How are our customers experiencing the platform.	45			s too low to generate quantitative results. Qualitative results have been useful
	45		The fact of the promoter score, but participation was	receive to generate spanishance results. Qualitative results have been useful
JANUARY				
Performance Metric	Target	Actual Result	Actual Results Date	Comments
Number of systems running on the platform.	32			42 Organizations
Number of distinct Agencies using the platform.	12	40		40 different email domains currently using the platform
Percentage of time that the platform was running.	99.99	97	1/30/2017	Dashboard failure of 19h
Time since a vulnerability was found to when it was patched.	2		1/30/2017	Stemcell was released 1/13/2017 and applied to production same day
How are our customers experiencing the platform.	45	NA		This is not currently staffed for measurement, will provide updated metric or report in next report
Add a new performance metric to replace the one that has been clos			•	
INSTRUCTIONS: Performance Actuals Table				
Enter the data in which the actual results represented (Column C). E.	xample: Use 05/31/17 for the May report (not	the current date)		

PERFORMANCE METRICS TABLE								
Metric ID	Metric Name	Metric Description**	Unit of Measure**	Category Mapping	2018	Condition**	Frequency**	Retired?
	1 Number of systems	Number of systems running on the platform.	Count	Strategic and Business Results		2 Over target	Annual	No
	2 Agencies using platform	Number of distinct Agencies using the platform.	Count	Strategic and Business Results		Over target	Annual	No
	3 System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results		Over target	Monthly	No
	4 Average time to patch security findings	Time since a vulnerability was found to when it was patched.	days	Customer Satisfaction (Results)		2 Under target	Quarterly	No
	5 Net Promoter Score	How are our customers experiencing the platform.	NPS	Financial Performance		5 Over target	Annual	Yes
June Data								
Performance Metric	Target	Frequency Report	Actual Results	Notes				
Percentage of time that the platform was running.		99 Monthly	99.	99 No significant outages in June				
Time since a vulnerability was found to when it was patched.		2 Quarterly		2				
May Data								
Performance Metric	Target	Frequency Report	Actual Results	Notes				
Percentage of time that the platform was running.	99.9	99 Monthly	99.	99 No significant outages in May				
April Data								
Performance Metric	Target	Frequency Report	Actual Results	Notes				
Percentage of time that the platform was running.		99 Monthly	99.	99 No significant outages in April				
March Data								
Performance Metric	Target	Frequency Report	Actual Results	Notes				
Percentage of time that the platform was running.	99.9	99 Monthly	99.	99				
Time since a vulnerability was found to when it was patched.		2 Quarterly		2				
February Data								
Performance Metric	Target	Frequency Report	Actual Results	Notes				
a constant to				00 No:: 6:				
Percentage of time that the platform was running.	99.9	99 Monthly	99.	99 No significant outages in Februar	/			
January Data								
•	-							
Performance Metric	Target	Frequency Report	Actual Results	Notes				
				We had an unplanned outage on				
				January 9 for 6 hours and 33				
				minutes. Our root cause analysis				
				and mitigations are described at				
Dougoutous of times that the platform was working	00.4	20 Manualist	00	https://cloudgov.statuspage.io/inc 12 dents/32bd83xh70qk	!			
Percentage of time that the platform was running.	99.:	99 Monthly	99.	12 dents/32bd83x11/ 0qk				
December Data								
Performance Metric	Target	Frequency Report	Actual Results	Notes				
Number of systems running on the platform.		52 Quarterly		Notes 29				
Number of systems running on the platform. Number of distinct Agencies using the platform.		20 Quarterly		14				
Percentage of time that the platform was running.		99 Monthly	99.					
Time since a vulnerability was found to when it was patched.	99.	2 Quarterly	99.	2				
nine since a vulnerability was found to when it was patched.		2 Qualitarily						
November Data								
Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes				
r criormatice wieutic	Target	Wiontiny Actual Result and Actual Results Date	Quarterry Actual nesult and Actual nesults Date	No significant outages in				
Percentage of time that the platform was running.	99.9	99	99.99	November				
October FY18								
Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes				

Descentage of time that the platform was running	00.00	00.00		Г			
Percentage of time that the platform was running.	99.99	99.99					
				Target number should be updated			
Number of systems running on the platform.	52		27	based on new projections			
				, , , , , , , , , , , , , , , , , , ,			
				Target number should be updated			
Number of distinct Agencies using the platform.	20		13	based on new projections			
Time since a vulnerability was found to when it was patched.	2		2				
September							
Performance Metric	Target Monthly Actual Result a		Quarterly Actual Result and Actual Results Date	Notes			
Percentage of time that the platform was running.	99.99	99.99					
Number of systems running on the platform.	32		30				
Number of distinct Agencies using the platform.	12		14				
Time since a vulnerability was found to when it was patched.	2		2		1		
How are our customers experiencing the platform.	45		45				
AUGUST							
Performance Metric	Tourse Banklin a street December	and Astual Results Date	Overstands Setual Beauth and Setual Beauth Bet	Notes			
Performance Metric	Target Monthly Actual Result a	and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes			
				This counts only caused-by-			
				cloud.gov customer application			
				downtime (user-facing			
				downtime), not temporary service			
				disruptions for developer tools on			
				cloud.gov such as the customer			
Percentage of time that the platform was running.	99.99	99.99 (8/31/2017)		dashboard.			
H II V							
JULY							
Performance Metric	Target Monthly Actual Result a	and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes			
				This counts only caused-by-			
				cloud.gov customer application downtime (user-facing			
				downtime), not temporary service			
				disruptions for developer tools on			
				cloud.gov such as the customer			
Percentage of time that the platform was running.	99.99	99.99 (7/27/2017)		dashboard.			
JUNE							
Performance Metric	Target Monthly Actual Result a	and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes			
				This counts each paid customer			
Number of systems running on the platform.	32		30 (6/30/2017)	package as one system.		_	
				To define "agency" consistently			
				(such as to decide whether FBI,			
				ATF, and DOJ are counted as three			
				agencies or together under DOJ as			
				one agency), this count uses the			
				definition at			
	1			hadan a. / /aidh h. a ana / aida dadada a /			
				https://github.com/unitedstates/			
Number of distinct Agencies using the platform.	12			orgchart/blob/master/wikipedia/li st_of_agencies-abridged.csv			

				This counts only caused-by-
				cloud.gov customer application
				downtime (user-facing
				downtime), not temporary service
				disruptions for developer tools on
				cloud.gov such as the customer
Percentage of time that the platform was running.	99.99	99.99 (6/30/2017)		dashboard.
		, , , ,		This uses the same metric as
				below: time between a Cloud
				Foundry stemcell release and
				,
				application. We continue to
				deploy Cloud Foundry stemcells
Time since a vulnerability was found to when it was patched.	2		0 (6/30/2017)	within 24 hours.
				We have not recently run a Net
				Promoter Score survey, but we
How are our customers experiencing the platform.	45		-	plan to do that next quarter.
MAY				
Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
		·		
				This counts only caused-by-cloud.gov customer application downtime (user-
				facing downtime), not temporary service disruptions for developer tools on
Percentage of time that the platform was running.	99.99	99.99 (5/31/2017)		cloud.gov such as the customer dashboard.
APRIL				
Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
				This counts only caused-by-cloud.gov customer application downtime (user-
				facing downtime), not temporary service disruptions for developer tools on
				racing downtaine), not temporary service disruptions for developer tools on
Percentage of time that the platform was running.	99.99	99.9 (4/30/2017)	99.86 (4/19/17)	cloud.gov such as the customer dashboard.
Percentage of time that the platform was running.	99.99	99.9 (4/30/2017)	99.86 (4/19/17)	
Percentage of time that the platform was running.	99.99	99.9 (4/30/2017)	99.86 (4/19/17)	
	99.99	99.9 (4/30/2017)	99.86 (4/19/17)	
MARCH				cloud.gov such as the customer dashboard.
	99.99 Target	99.9 (4/30/2017) Monthly Actual Result and Actual Results Date		
MARCH				cloud.gov such as the customer dashboard. Notes
MARCH		Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes This counts each paid customer package as one system. I believe the January
MARCH		Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	cloud.gov such as the customer dashboard. Notes
MARCH Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes This counts each paid customer package as one system. I believe the January
MARCH Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date 31 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones.
MARCH Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date 31 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are
MARCH Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date 31 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses
MARCH Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date 31 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at
MARCH Performance Metric Number of systems running on the platform.	Target 32	Monthly Actual Result and Actual Results Date 28 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agenci
MARCH Performance Metric	Target	Monthly Actual Result and Actual Results Date 28 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at
MARCH Performance Metric Number of systems running on the platform.	Target 32	Monthly Actual Result and Actual Results Date 28 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agencies-abridged.csv
MARCH Performance Metric Number of systems running on the platform.	Target 32	Monthly Actual Result and Actual Results Date 28 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agenci es-abridged.csv This counts only caused-by-cloud.gov customer application downtime (user-
MARCH Performance Metric Number of systems running on the platform. Number of distinct Agencies using the platform.	Target 32	Monthly Actual Result and Actual Results Date 28 (3/31/2017) 12 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017) 14 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agenci es-abridged.csv This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on
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MARCH Performance Metric Number of systems running on the platform. Number of distinct Agencies using the platform.	Target 32	Monthly Actual Result and Actual Results Date 28 (3/31/2017) 12 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017) 14 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agenci es-abridged.csv This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on
MARCH Performance Metric Number of systems running on the platform. Number of distinct Agencies using the platform.	Target 32	Monthly Actual Result and Actual Results Date 28 (3/31/2017) 12 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017) 14 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agenci es-abridged.csv This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.
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MARCH Performance Metric Number of systems running on the platform. Number of distinct Agencies using the platform. Percentage of time that the platform was running.	Target 32	Monthly Actual Result and Actual Results Date 28 (3/31/2017) 12 (3/31/2017) 99.8 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017) 14 (3/31/2017) 99.85 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agenci es-abridged.csv This counts only caused-by-cloud.gov customer application downtime (userfacing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard. This uses the same metric as below: time between a Cloud Foundry stemcell release and application. CF 254 was released on March 21 and we applied it that
MARCH Performance Metric Number of systems running on the platform. Number of distinct Agencies using the platform. Percentage of time that the platform was running.	Target 32	Monthly Actual Result and Actual Results Date 28 (3/31/2017) 12 (3/31/2017) 99.8 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017) 14 (3/31/2017) 99.85 (3/31/2017) 0 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agenci es-abridged.csv This counts only caused-by-cloud.gov customer application downtime (userfacing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard. This uses the same metric as below: time between a Cloud Foundry stemcell release and application. CF 254 was released on March 21 and we applied it that
MARCH Performance Metric Number of systems running on the platform. Number of distinct Agencies using the platform. Percentage of time that the platform was running.	Target 32	Monthly Actual Result and Actual Results Date 28 (3/31/2017) 12 (3/31/2017) 99.8 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017) 14 (3/31/2017) 99.85 (3/31/2017) 0 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agenci es-abridged.csv This counts only caused-by-cloud.gov customer application downtime (userfacing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard. This uses the same metric as below: time between a Cloud Foundry stemcell release and application. CF 254 was released on March 21 and we applied it that day. We ran a net promoter score, but participation was too low to generate
MARCH Performance Metric Number of systems running on the platform. Number of distinct Agencies using the platform. Percentage of time that the platform was running. Time since a vulnerability was found to when it was patched.	12 99.99	Monthly Actual Result and Actual Results Date 28 (3/31/2017) 12 (3/31/2017) 99.8 (3/31/2017) 0 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017) 14 (3/31/2017) 99.85 (3/31/2017) 0 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agenci es-abridged.csv This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard. This uses the same metric as below: time between a Cloud Foundry stemcell release and application. CF 254 was released on March 21 and we applied it that day. We ran a net promoter score, but participation was too low to generate quantitative results. We plan to try running this again with a better method, so
Number of systems running on the platform. Number of distinct Agencies using the platform. Percentage of time that the platform was running.	Target 32	Monthly Actual Result and Actual Results Date 28 (3/31/2017) 12 (3/31/2017) 99.8 (3/31/2017) 0 (3/31/2017)	Quarterly Actual Result and Actual Results Date 31 (3/31/2017) 14 (3/31/2017) 99.85 (3/31/2017) 0 (3/31/2017)	Notes This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones. To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agenci es-abridged.csv This counts only caused-by-cloud.gov customer application downtime (userfacing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard. This uses the same metric as below: time between a Cloud Foundry stemcell release and application. CF 254 was released on March 21 and we applied it that day. We ran a net promoter score, but participation was too low to generate

FEBRUARY					
Performance Metric	Target Actual Result	Notes			
Number of systems running on the platform.	32	32			
Number of distinct Agencies using the platform.	12	13			
Percentage of time that the platform was running.	99.99	99.5 The largest downtime was t	two hours, affecting only users trying to login on the command line.		
Fime since a vulnerability was found to when it was patched.	2	0 Stemcell was released 2/22/	2/2017 and applied to production the same day		
	We ran a net promoter score, but participation was too low to generate quantitative results. Qualitative results have				
How are our customers experiencing the platform.	45	been useful			
JANUARY					
-					
Performance Metric	Target Actual Result	Actual Results Date	Comments		
Number of systems running on the platform.	32	42	1/30/2017 42 Organizations		
Number of distinct Agencies using the platform.	12	40	1/30/2017 40 different email domains currently using the platforn	m	
Percentage of time that the platform was running.	99.99	97	1/30/2017 Dashboard failure of 19h		
			Stemcell was released 1/13/2017 and applied to produ	ıction	
Fime since a vulnerability was found to when it was patched.	2	0	1/30/2017 same day		
			This is not currently staffed for measurement, will prov	vide	
How are our customers experiencing the platform.	45 NA		updated metric or report in next report		
2. Add a new performance metric to replace the one that has been of	closed as necessary.	·			
INSTRUCTIONS: Performance Actuals Table		<u>'</u>			
 Enter the data in which the actual results represented (Column C) 	. Example: Use 09/30/17 for the September report (not the current date)				

Cloud.gov eCPIC FY19

Performan			Results									
Citorinan			INCOURTS									
July												
OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	for	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	. 4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	
June												
OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping			Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	. 4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	
May												
OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018		Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification

				Percentage of time that									
	25643	3	System Uptime	the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
	25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	
April													
OMB ID**		Metric ID			Unit of Measure**	Performance Measurement Category Mapping		Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
	25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
	25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	
March													
OMB ID**		Metric ID	Metric Name		Unit of Measure**	Performance Measurement Category Mapping		Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
	25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
	25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	
February	/												

OMB ID**	Meti ID	ic Metric Name	Metric Description** Percentage of time that	Unit of Measure**	Performance Measurement Category Mapping		Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
0.54			the platform was		Strategic and Business					ļ	22.22	
256	43	3 System Uptime Average time to patch security	Time since a vulnerability was found to when it was	Percent	Results Customer Satisfaction	99.99	99.99	Over target	Monthly	No	99.99	
256	44	4 findings	patched.	Days	(Results)	2	2	Over target	Quarterly	No	2	
January												
OMB ID**	Meti	ic Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping		Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
ONIBID		Ivaille	Percentage of time that	ivieasure	Category Mapping	2016	2019	Condition	Frequency	Retireu:	Result	Justilication
256	43	3 System Uptime	the platform was	Percent	Strategic and Business Results	99.99	99 99	Over target	Monthly	No	99.99	
256		Average time to patch security 4 findings	Time since a vulnerability was found to when it was	Days	Customer Satisfaction (Results)	2		Over target	Quarterly	No	2	
December												
		ic Metric	Metric	Unit of	Performance Measurement		for	Measurement	Reporting	Is the Metric	Actual	
OMB ID**	ID	Name	Description** Percentage of time that	Measure**	Category Mapping	2018	2019	Condition**	Frequency**	Retired?	Result	Justification
256	43	3 System Uptime	the platform was	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
256	44	Average time to patch security 4 findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2		Over target	Quarterly	No	2	
		- 6-		,-	,,		_			-		

Novembe	r											
OMB ID**	Metric	c Metric		Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	for	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
			Percentage of time that the platform was		Strategic and Business							Justilleation
		Average time to patch security findings	Time since a vulnerability was found to when it was	Days	Results Customer Satisfaction (Results)	99.99		Over target Over target	Monthly Quarterly	No	99.99	
October												
	Metri	c Metric	Metric	Unit of	Performance Measurement	Target for		Measurement	Reporting	Is the Metric	Actual	
OMB ID**	ID	Name	Description**	Measure**	Category Mapping	2018	2019	Condition**	Frequency**	Retired?	Result	Justification
2!	25641	Number of 1 systems	Number of distinct	Count	Strategic and Business Results	30	52	Over target	Annual	No		
1	25.643		Agencies using the	Gt	Strategic and Business	200	20	O contained				
		2 platform	platform. Percentage of time that the platform was	Count	Strategic and Business	20		Over target	Annual	No	20.00	
	5643	3 System Uptime Average time to patch security	Time since a vulnerability was found to when it was		Customer Satisfaction	99.99		Over target Over target	Monthly Quarterly	No	99.99	
) 21	5644	4 findings	natched	IDavs								
	18036	4 findings Number of sandbox	patched. How many federal employees and contractors with federal email addresses have signed up for the platform.	Days	(Results) Strategic and Business Results	1000		Over target	quarterry	No		

OF NACTOLOG	TADIC						
LE IVIETRICS	I ARFF						
			Performance				Is the
		Unit of	Measurement		Measurement	Reporting	Metric
Metric Name	Metric Description**	Measure**	Category Mapping	Target for 2017	Condition**	Frequency**	Retired?
	·		Strategic and Business				
Agency Adoption	Number of Agencies using platform.	count	Results	3	Over target	Annual	No
User Adoption	Unique Number of Users.	count	Financial Performance	800000	Over target	Annual	No
			Strategic and Business				
Login transactions	Number of transactions processed.	count	Results	2400000	Over target	Annual	No
Net Promoter			Customer Satisfaction				
	NPS of agency customer.	number	(Results)	30	Over target	Annual	No
	Percent of successful proofed		Strategic and Business				
Proofing rate	individuals.	percent	Results	30	Over target	Annual	No
	attempts.	percent	Results	70	Over target	Monthly	No
	· ·						
Account Takeover	takeovers.	count	Innovation	1	Over target	Annual	No
CE ACTUALS	TABLE						
Poporting							
Frequency**	Target	Actual Result	Actual Results Date	Comments			
ļ							
Annual	3						
A	999999						
Annuai	800000						
Annual	3400000						
Alliluai	2400000					+	
Annual	30	l _{NA}					
Ailliuai	30	INA I					
Annual	30	I _{NA}					
	30			Platform has not yet launched			
Monthly	70	NA	29-Dec				
1			23 500				
Annual	1	NA					
1							
5 :							
the perfromance m	neasure (Column I); enter yes only if the	he measure is no lo	nger valid.				
			-				
1 2 3 4 5 5 7 C	Metric Name Agency Adoption User Adoption Login transactions Net Promoter Score Proofing rate Login success rate Number of Account Takeover CE ACTUALS Reporting Frequency** Annual	Agency Adoption User Adoption Unique Number of Users. Login transactions Net Promoter Score NPS of agency customer. Percent of successful proofed individuals. Percent of successful logins vs attempts. Number of Account Takeover Account Takeover Annual	Metric Name Metric Description** Agency Adoption Number of Agencies using platform. count	Metric Name Metric Description** Measure** Lagency Adoption Luser Adoption Luser Adoption Number of Agencies using platform. Luser Adoption Luser Adoption Luser Adoption Luser Adoption Number of Agencies using platform. Luser Adoption Luser Agency Agency Count Results Lugin success rate Percent of successful proofed Individuals. Percent of successful logins vs Lugin success rate Lugin success rate Percent of successful logins vs Lugin success rate Lu	Metric Name Metric Description** Measure** Measurement Category Mapping Target for 2017 Measure ** Agency Adoption Unique Number of Agencies using platform. count Agency Adoption Unique Number of Users. User Adoption Unique Number of Users. Count Financial Performance Strategic and Business Results Reporting Frequency** Target Actual Result Actual Results Date CE ACTUALS TABLE Reporting Frequency** Annual Results Reporting Frequency** Annual Results Reporting Frequency** Target Actual Results Actual Results Date Comments Annual Results Re	Metric Name Metric Description** Measure** Agency Adoption Number of Agencies using platform. Liver Adoption Unique Number of Justines Count Agency Adoption Unique Number of Justines Agentic Strategic and Business Results Agency Adoption Number of transactions processed. Count Agency Adoption Number of Agencies using platform. Count Financial Performance Strategic and Business Results Agency Adoption Number of Agencies using platform. Count Agency Agency Agency Agency Agency Adoption Number of Agencies using platform. Count Agency Agen	Metric Name Metric Description** Measure** Agency Adoption Unit of Measure** Agency Adoption Unique Number of Agencies using platform Unique Number of Users. Count Strategic and Business Results Strategic and Busi

1. Enter the actual result for the month of November (Column D). This is not a cummulative total.	
2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)	
3. If the actual result is not meeting or exceeding the target as reported in column C. provide explanation in (Column F)	

PERFORMANCE	WEIRICS IA	DLE					•	
			Unit of	Performance				Is the
			Measure*	Measurement Category		Measurement	Reporting	Metric
Metric ID	Metric Name	Metric Description**	*	Mapping	Target for 2017	Condition**	Frequency**	Retired?
	Agency Adoption	Number of Agencies using platform.	count	Strategic and Business Results		Over target	Annual	No
2	User Adoption	Unique Number of Users.	count	Financial Performance	800000	Over target	Annual	No
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	No
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No
	Number of Account	. c. cent of succession logins vs determpts.	percent	ot atopic and business results	1	Joseph Langer	y	
7	Takeover reports	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	No
NEW	·	-				ŭ		
PERFORMANCE	ACTUALS TA	RIF						
I LIN ONWANCE	ACTUALS TA							
Performance	Reporting		Actual					
Metric	Frequency**	Target	Result	Actual Results Date	Comments			
Number of Agencies using	. ,							
platform.	Annual	3						
Unique Number of Users.	Annual	800000						
Number of transactions								
processed.	Annual	2400000						
NPS of agency customer.	Annual	30	NA					
Percent of successful	7 4111 441							
proofed individuals.	Annual	30	NA					
Percent of successful					Platform has not yet launched.			
logins vs attempts.	Monthly	70	NA	30-Nov	Targeting February go-live			
Number of reported								
account takeovers.	Annual	1	NA					
INTRUCTIONS:								
Performance Table								
	nerfromance measur	re (Column I); enter yes only if the measure	is no longer v	alid				
		e one that has been closed as necessary.	. is no longer v	unu.				
2. Add a new periorifiant	e metric to replace th	e one that has been closed as necessary.						
Performance Actuals Ta	ble	I		I				
		mber (Column D). This is not a cummulati	vo total					
L. Enter the actual result t								

he actual result is not meeting or exceeding the target as reported in colu	mn C, provide explanation in (Column F)			

Metric ID Metric Name Metric Description** Measure** Category Mapping 2017 Condition** Frequency** R 1 Agency Adoption Number of Agencies using platform. count Strategic and Business Results 3 Over target Annual No. 2 User Adoption Unique Number of Users. count Financial Performance 800000 Over target Annual No. 3 Login transactions Number of transactions processed. count Strategic and Business Results 2400000 Over target Annual No. 4 Net Promoter Score NPS of agency customer. number Customer Satisfaction (Results) 30 Over target Annual No. 5 Proofing rate Percent of successful proofed individuals. percent Strategic and Business Results 30 Over target Annual No. 5 Proofing rate Percent of successful logins vs attempts. percent Strategic and Business Results 70 Over target Monthly No. 6 Login success rate Percent of successful logins vs attempts.	PERFORMANCE M	FTRICS TARIF							
Annual Name of Agencies using platform. Count Strategic and Business Results 3 (Over target Annual Name of Agencies using platform. Count Strategic and Business Results 2400000 (Over target Annual Name of tarnasactions Name of tarnasactions processed. Count Strategic and Business Results 2400000 (Over target Annual Name of tarnasactions processed. Count Strategic and Business Results 2400000 (Over target Annual Name of Account Name of tarnasactions processed. Count Strategic and Business Results 2400000 (Over target Annual Name of Account Name of Name of Account Name of Name	PERI ORIVIANCE IVI	LINICS TABLE		Unit of	Performance Measurement	I			Is the Metric
2 User Adoption Unique Number of Users. count Financial Performance 2,00000 Over target Annual Number of transactions processed. count Strategic and Business Results 2,00000 Over target Annual Number of transactions processed. count Strategic and Business Results 2,00000 Over target Annual Number of Customer Score NPS of agency customer. number Customer Satisfaction (Results) 30 Over target Annual Number of Customer Satisfaction (Results) 30	Metric ID	Metric Name	Metric Description**	Measure**	Category Mapping	2017	Condition**	Frequency**	Retired?
3 Login transactions Aumber of transactions processed. count Strategic and Business Results 2 2400000 Over target Annual N Net Promoter Score NPS of agency customer. number of transaction (Net Promoter Score NPS of agency customer. number of transaction (Net Promoter Score NPS of agency customer. number of transaction (Net Promoter Score NPS of agency customer. number of transactions processed. number of transactions number of transactions processed. number of transactions number of tr	1	Agency Adoption	Number of Agencies using platform.	count	Strategic and Business Results	3	Over target	Annual	No
4 Net Promoter Score 5 Proofing rate 6 Login success rate 6 Login success rate 7 Number of Account 7 Takeover reports 8 Number of Feoret account takeovers. New 9 Performance Metric 1 Target 1 Actual Result 1 Date 1 Comments 1 Date 2 Comments 2 Date 3 1-Oct Targeting January go-live 9 Patform has not yet launched. 3 1-Oct Targeting January go-live 9 Patform has not yet launched. 3 1-Oct Targeting January go-live 9 Patform has not yet launched. 3 1-Oct Targeting January go-live 9 Patform has not yet launched. 3 1-Oct Targeting January go-live 9 Patform has not yet launched. 3 1-Oct Targeting January go-live 9 Patform has not yet launched. 4 Patform has not yet launched. 5 Patformance Actuals Table. 6 Patformance Actuals Table. 7 Patformance Actuals Table. 8 Patformance Actuals Table. 8 Patformance Actuals Table. 8 Patformance Actuals Table. 9	2	User Adoption	Unique Number of Users.	count	Financial Performance	800000	Over target	Annual	No
S Proofing rate Percent of successful proofed individuals. Percent of successful logins vs attempts. Performance Metric Target Annual Number of reported account takeovers. Actual Results Performance Metric Target Actual Result Performance Metric Actual Result Performance Metric Target Actual Result Performance Metric Performanc			Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	No
6 Login success rate Number of Account 7 Takeover reports Number of Account 1 Takeove	4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No
6 Login success rate Number of Account 7 Takeover reports Number of Account 7 Takeover reports Number of Account 1 Takeove	5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No
Number of Account 7 Takeover reports Number of reported account takeovers. count Innovation 1 Over target Annual Namber of Takeover reports Number of reported account takeovers. count Innovation 1 Over target Annual Namber of Reported Account Stable Stab			·	·					No
NEW PERFORMANCE ACTUALS TABLE Actual Result Date Comments Number of Agencies using platform. 3 0 31-oct Platform has not yet launched. Unique Number of Users. Number of transactions processed. 2400000 0 31-oct Platform has not yet launched. Number of transactions processed. 2400000 0 31-oct Target glanuary go-live New Percent of successful logins NA 31-oct Target glanuary go-live Patform has not yet launched. Platform has not yet launched. NPS of agency customer. Percent of successful logins NA 31-oct Targeting January go-live Platform has not yet launched. NA 31-oct Targeting January go-live Platform has not yet launched. Namber of reported account takeovers. 1 NA 31-oct Targeting January go-live Number of reported account takeovers. 1 NA 31-oct Targeting January go-live Namber of reported account takeovers. 1 NA 31-oct Targeting January go-live Namber of reported account takeovers. 1 NA 31-oct Targeting January go-live Namber of reported account takeovers. 1 NA 31-oct Targeting January go-live Namber of reported account takeovers. 1 NA 31-oct Targeting January go-live Namber of reported account takeovers. 1 NA 31-oct Targeting January go-live Namber of reported account takeovers. 2 Performance Table 1. Review and validate the performance measure (Column II); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)	-	•		p =				,	
PERFORMANCE ACTUALS TABLE Performance Metric Number of Agencies using platform. 3 0 31-oct Targeting January go-live Platform has not yet launched. Unique Number of Users. 800000 0 31-oct Targeting January go-live Platform has not yet launched. 1 2400000 0 31-oct Targeting January go-live Platform has not yet launched. 2 240000 0 31-oct Targeting January go-live Platform has not yet launched. 1 240000 1 31-oct Targeting January go-live Platform has not yet launched. 2 240000 1 31-oct Targeting January go-live Platform has not yet launched. 2 31-oct Targeting January go-live Platform has not yet launched. 3 10-oct Targeting January go-live Platform has not yet launched. 2 31-oct Targeting January go-live Platform has not yet launched. 3 10-oct Targeting January go-live Platform has not yet launched. 3 10-oct Targeting January go-live Platform has not yet launched. 3 10-oct Targeting January go-live Platform has not yet launched. 3 10-oct Targeting January go-live Platform has not yet launched. 1 3 1-oct Targeting January go-live Platform has not yet launched. 1 3 1-oct Targeting January go-live Platform has not yet launched. 3 1-oct Targeting January go-live Platform has not yet launched. 1 Targeting January go-live Platform has not yet launched. 1 Targeting January go-live Platform has not yet launched. 1 Targeting January go-live Platform has not yet launched. 1 Targeting January go-live Platform has not yet launched. 2 Add a new performance measure (Column I); enter yes only if the measure is no longer valid. 2 Add a new performance measure (Column I); enter yes only if the measure is no longer valid. 3 -oct Targeting January go-live Platform has not yet launched. 1 Targeting January go-live Platform has not yet launched. 1 Targeting January go-live	7		Number of reported account takeovers.	count	Innovation	1	Over target	Annual	No
Performance Metric Target Actual Result Date Comments Number of Agencies using platform. 3 0 31-Oct Targeting January go-live Unique Number of Users. 800000 0 31-Oct Targeting January yo-live Platform has not yet launched. Unique Number of transactions processed. 2400000 0 31-Oct Targeting January go-live Platform has not yet launched. NPS of agency customer. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. Platform has not yet launched. OPLIANCE TARGETING JANUARY YOR INC. Platform has not yet launched. OPLIANCE TARGETING JANUARY YOR INC. OPLI		rancova reports	Training of reported decount takes reist	004.11		-	over target	71111001	
Performance Metric Number of Agencies using platform. 3									
Performance Metric Number of Agencies using platform. 3									
Performance Metric Number of Agencies using platform. 3 0 31-Oct Targeting January go-live Unique Number of Users. Number of Sagency ustomer. NPS of agency customer. NPS of agency customer. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. NPS of agency customer. NPS of agency customer. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. NPS of agency customer. NPS of agency customer. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. NPS of agency customer. NPS of agency action. NP	PERFORMANCE A	CTUALS TABLE							
Performance Metric Target Actual Result Date Comments Number of Agencies using platform. 3 0 31-Oct Targeting January go-live Platform has not yet launched. 1 Targeting January go-live Platform has not yet launched. 2 Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Percent of successful proofed individuals. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launched. 3 1-Oct Targeting January go-live Platform has not yet launc				Actual					
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Unique Number of Users. 800000 0 31-Oct Targeting January go-live Platform has not yet launched. NPS of agency customer. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. NPS of agency customer. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. January go-live Platform has n	Number of Agencies using				Platform has not yet launched.				
Unique Number of Users. 800000 0 31-Oct Targeting January go-live Platform has not yet launched. processed. 2400000 0 31-Oct Targeting January go-live Platform has not yet launched. NPS of agency customer. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. NPS of agency customer. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. Percent of successful logins Platform has not yet launched. Individuals. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go-live Platform has not yet launched. Individuals. 31-Oct Targeting January go	platform.	3	0	31-Oct	Targeting January go-live				
Number of transactions processed. 2400000 0 31-Oct Targeting January go-live Platform has not yet launched. NPS of agency customer. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. NPS of agency customer. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. NA 31-Oct Targeting January go-live Platform has not yet launched. NA 31-Oct Targeting January go-live Platform has not yet launched. NA 31-Oct Targeting January go-live Platform has not yet launched. Platform has not yet launched. Targeting January go-live Platform has not yet launched. Targeting January go-live NA 31-Oct Targeting January go-live Platform has not yet launched. Targeting January go-live INTRUCTIONS: Performance Table 1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)					Platform has not yet launched.				
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Platform has not yet launched. 31-Oct Targeting January go-live Percent of successful proofed individuals. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. 31-Oct Targeting January go-live Platform has not yet launched. 31-Oct Targeting January go-live Platform has not yet launched. 31-Oct Targeting January go-live Platform has not yet launched. 31-Oct Targeting January go-live Platform has not yet launched. 31-Oct Targeting January go-live Platform has not yet launched. 31-Oct Targeting January go-live INTRUCTIONS: Performance Table 1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)	Number of transactions				Platform has not yet launched.				
NPS of agency customer. Percent of successful proofed individuals. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. 31-Oct Targeting January go-live Platform has not yet launched. 31-Oct Targeting January go-live Platform has not yet launched. 31-Oct Targeting January go-live NA 31-Oct Targeting January go-live Platform has not yet launched. Platform has not yet launched. Targeting January go-live Platform has not yet launched. Targeting January go-live INTRUCTIONS: Performance Table 1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)	processed.	2400000	0	31-Oct	Targeting January go-live				
Percent of successful proofed individuals. 30 NA 31-Oct Targeting January go-live Platform has not yet launched. Targeting January go-live INTRUCTIONS: Performance Table 1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)					Platform has not yet launched.				
individuals. 30 NA 31-Oct Targeting January go-live Percent of successful logins vs attempts. 70 NA 31-Oct Targeting January go-live Platform has not yet launched. Platform has not yet launched. Platform has not yet launched. Targeting January go-live Platform has not yet launched. Targeting January go-live Platform has not yet launched. Targeting January go-live INTRUCTIONS: Performance Table 1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)	NPS of agency customer.	30	NA	31-Oct	Targeting January go-live				
Percent of successful logins vs attempts. 70 NA 31-Oct Targeting January go-live Platform has not yet launched. Targeting January go-live Platform has not yet launched. Targeting January go-live Platform has not yet launched. Targeting January go-live INTRUCTIONS: Performance Table 1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)	Percent of successful proofed				Platform has not yet launched.				
vs attempts. 70 NA 31-Oct Targeting January go-live Platform has not yet launched. takeovers. 1 NA 31-Oct Targeting January go-live Targeting Januar		30	NA	31-Oct	, ,				
Number of reported account takeovers. 1 NA 31-Oct Targeting January go-live INTRUCTIONS: Performance Table 1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)	_				· ·				
takeovers. 1 NA 31-Oct Targeting January go-live INTRUCTIONS: Performance Table 1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)		70	NA	31-Oct	0 0 , 0				
INTRUCTIONS: Performance Table 1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)	•				· ·				
Performance Table 1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)	takeovers.	1	NA	31-Oct	Targeting January go-live				
Performance Table 1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)	INITOLICTIONS								
1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid. 2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)									
2. Add a new performance metric to replace the one that has been closed as necessary. Performance Actuals Table 1. Enter the actual result for the reporting month (Column C)		wfw.a	uman IV. antonius anhuif the accession is a	n ali al					
1. Enter the actual result for the reporting month (Column C)	•	•		ı vallu.					
1. Enter the actual result for the reporting month (Column C)	Parformance Actuals Table								
			umn ()						
4. Litter the ugte in which the group results represented (Column D). Example, USE 10/31/10 for the October result fill the Current ugter				October report	(not the current data)				
3. If the actual result is not meeting or exceeding the target as reported in column B, provide explanation in (Column E)				•	,				

Login.gov February 17

PERFORM	ANCE ME	TRICS TABLE						
			Unit of	Measurement		Measureme		Is the
	Metric	Metric	Measure*	Category		nt	Reporting	Metric
Metric ID	Name	Description**	*	Mapping	Target for 2017	Condition**	Frequency**	Retired?
	Agency	Number of Agencies using		Strategic and			. ,	
1	Adoption	platform.	count	Business Results	3	Over target	Annual	No
	User			Financial				
2	Adoption	Unique Number of Users.	count	Performance	800000	Over target	Annual	No
	Login	Number of transactions		Strategic and		_		
3	transactions	processed.	count	Business Results	2400000	Over target	Annual	No
	Net Promoter			Customer		_		
4	Score	NPS of agency customer.	number	Satisfaction (Results)	30	Over target	Annual	No
		Percent of successful		Strategic and		_		
5	Proofing rate	proofed individuals.	percent	Business Results	30	Over target	Annual	No
	Login success	Percent of successful		Strategic and		_		
6	rate	logins vs attempts.	percent	Business Results	70	Over target	Monthly	No
	Account	Number of reported						
7	Takeover	account takeovers.	count	Innovation	1	Over target	Annual	No
NEW								
PERFORM	ANCE AC	TUALS TABLE						
	Reporting							
Performance			Actual	Actual Results				
	**	T			C			
Metric	7. 17	Target	Result	Date	Comments			
Agencies using								
platform.	Annual	3						
Unique Number								
of Users.	Annual	800000						
transactions								
processed.	Annual	2400000						
NPS of agency								
customer.	Annual	30	NA					
successful								
proofed	Annual] 30	NA					

Percent of					Platform has not yet		
successful logins					launched. Targeting		
vs attempts.	Monthly	70	NA	30-Jan	March go-live		
reported							
account	Annual	1	NA				
INTRUCTION	ONS:						
Performance Ta	able						
1. Review and va	alidate the perfr	omance measure (Column I)	; enter yes onl	y if the measure is no			
2. Add a new pe	rformance meti	ric to replace the one that ha	s been closed	as necessary.			
Performance A	ctuals Table						
1. Enter the actu	ial result for the	month of January (Column	D). This is not	a cummulative total.			
2. Enter the date	e in which the ac	ctual results represented (Co	lumn E). Exan	nple: Use 10/31/16 for	r the October report (not	the current date)	
3. If the actual re	esult is not meet	ting or exceeding the target a	as reported in	column C, provide exp			

PERFORM.	ANCE MET	RICS TABLE						
			Unit of	Performance		Measureme		Is the
	Metric	Metric	Measure*	Measurement Category		nt	Reporting	Metric
Metric ID	Name	Description**	*	Mapping	Target for 2017	Condition**	Frequency**	Retired?
	Agency	Number of Agencies using			10800.101. =0=2		- requestion	1100110011
1	Adoption	platform.	count	Strategic and Business Results	3	Over target	Annual	No
	·							
2	User Adoption	Unique Number of Users.	count	Financial Performance	800000	Over target	Annual	No
	Login	Number of transactions						
3	transactions	processed.	count	Strategic and Business Results	2400000	Over target	Annual	No
	Net Promoter							
4	Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No
_		Percent of successful					. .	
5	Proofing rate	proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No
6	Login success	Percent of successful logins		Strategie and Business Besults	70	0	N.A. a. a. b. l	Na
0	rate Number of	vs attempts. Number of reported	percent	Strategic and Business Results	70	Over target	Monthly	No
7	Account	account takeovers.	count	Innovation	1	Over target	Annual	No
NEW /	Account	account takeovers.	count	IIIIIOVALIOII	1	Over target	Allitual	INO
11277								
DEDECORA	ANCE ACT	JALS TABLE						
PERFORIVI		JALS TABLE	<u> </u>					
	Reporting							
Performance	Frequency*		Actual					
Metric	*	Target	Result	Actual Results Date	Comments			
Number of								
Agencies using	Annual	3	NA	31-Mar				
Unique Number								
of Users.	Annual	800000	NA	31-Mar				
Number of								
transactions	Annual	2400000	NA	31-Mar				
NPS of agency					Platform has not yet			
customer.	Annual	30	NA	31-Mar	launched. Targeting			
Percent of	l				April go-live			
successful	Annual	30	NA	31-Mar				
Danis at af								
Percent of								
successful logins vs attempts.	Monthly	70	NA	31-Mar				
vs attempts.	liviolitilik	1 /0	IVA	51-Mar		<u> </u>		

Number of								
reported account	Annual	1	NA	31-Mar				
L								
INTRUCTIO	DNS:							
Performance Ta	ble							
1. Review and va	lidate the perfrom	nance measure (Column I); e	nter yes only if	the measure is no longer valid.				
2. Add a new per	rformance metric	to replace the one that has I	peen closed as	necessary.				
Performance Ac	tuals Table							
1. Enter the actua	al result for the m	onth of April (Column D). TI	nis is not a cum	mulative total.				
2. Enter the date in which the actual results represented (Column E). Example: Use 04/30/17 for the April report (not the current date)								
3. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Co								

			Unit of	Measurement		Measureme		Is the
	Metric	Metric	Measure*			nt	Reporting	Metric
Matria ID			*		Townsh for 2017			
Metric ID	Name	Description**	-	Mapping	Target for 2017	Condition**	Frequency**	Retired
	Agency	Number of Agencies using		Strategic and			l	
1	Adoption	platform.	count	Business Results	3	Over target	Annual	No
	l			Financial			l	
2	User Adoption	Unique Number of Users.	count	Performance	800000	Over target	Annual	No
2	Login	Number of transactions		Strategic and	240000			
3	transactions	processed.	count	Business Results	2400000	Over target	Annual	No
	Net Promoter	NDC f		Customer	20			
4	Score	NPS of agency customer.	number	Satisfaction (Results)	30	Over target	Annual	No
_		Percent of successful	l .	Strategic and			l	
5	Proofing rate	proofed individuals.	percent	Business Results	30	Over target	Annual	No
-	Login success	Percent of successful logins		Strategic and			NA - water by	NI
6	rate	vs attempts.	percent	Business Results	70	Over target	Monthly	No
-	Number of	Number of reported		la a cuetica	_	0		Nie
NEW	Account	account takeovers.	count	Innovation	1	Over target	Annual	No
	1	TABLE						
PERFORMANC Performance	E ACTUALS Reporting Frequency*	TABLE	Actual	Actual Results				
PERFORMANC Performance	Reporting Frequency*	TABLE Target	Actual Result	Actual Results Date	Comments			
PERFORMANC	Reporting Frequency*				Comments			
PERFORMANC Performance Metric	Reporting Frequency*				Comments			
PERFORMANC Performance Metric Number of Agencies	Reporting Frequency* *	Target		Date				
PERFORMANC Performance Metric Number of Agencies using platform.	Reporting Frequency* *	Target	Result 1	Date	We are currently			
PERFORMANC Performance Metric Number of Agencies using platform. Unique Number of Users.	Reporting Frequency* * Annual	Target	Result 1	Date 28-Apr	We are currently developing our analytics			
PERFORMANC Performance Metric Number of Agencies using platform. Unique Number of Users. Number of transactions	Reporting Frequency* * Annual	Target	Result 1	Date 28-Apr	We are currently developing our analytics dashboard to report			
PERFORMANC Performance Metric Number of Agencies using platform. Unique Number of Users. Number of transactions processed.	Reporting Frequency* * Annual Annual	Target 3 800000 2400000	Result 1 NA NA	28-Apr 28-Apr 28-Apr	We are currently developing our analytics dashboard to report platform performance			
PERFORMANC Performance Metric Number of Agencies using platform. Unique Number of Users. Number of transactions processed. NPS of agency customer.	Reporting Frequency* * Annual Annual	Target 3 800000 2400000	Result 1	28-Apr 28-Apr	We are currently developing our analytics dashboard to report platform performance metrics which should be			
PERFORMANC Performance Metric Number of Agencies using platform. Unique Number of Users. Number of transactions processed. NPS of agency customer. Percent of successful	Reporting Frequency* * Annual Annual Annual Annual	Target 3 800000 2400000	Result 1 NA NA NA	28-Apr 28-Apr 28-Apr 28-Apr	We are currently developing our analytics dashboard to report platform performance metrics which should be available in ~ 2 months			
PERFORMANC Performance Metric Number of Agencies using platform. Unique Number of Users. Number of transactions processed. NPS of agency customer. Percent of successful	Reporting Frequency* * Annual Annual	Target 3 800000 2400000	Result 1 NA NA NA	28-Apr 28-Apr 28-Apr	We are currently developing our analytics dashboard to report platform performance metrics which should be available in ~ 2 months timeframe. Also, as part			
PERFORMANC Performance Metric Number of Agencies using platform. Unique Number of Users. Number of transactions processed. NPS of agency	Reporting Frequency* * Annual Annual Annual Annual	Target 3 800000 2400000	Result 1 NA NA NA	28-Apr 28-Apr 28-Apr 28-Apr	We are currently developing our analytics dashboard to report platform performance metrics which should be available in ~ 2 months timeframe. Also, as part of this effort we will be			
PERFORMANC Performance Metric Number of Agencies using platform. Unique Number of Users. Number of transactions processed. NPS of agency customer. Percent of successful proofed individuals.	Reporting Frequency* * Annual Annual Annual Annual	Target 3 800000 2400000	Result 1 NA NA NA	28-Apr 28-Apr 28-Apr 28-Apr	We are currently developing our analytics dashboard to report platform performance metrics which should be available in ~ 2 months timeframe. Also, as part			
PERFORMANC Performance Metric Number of Agencies Jusing platform. Unique Number of Jsers. Number of transactions processed. NPS of agency customer. Percent of successful proofed individuals.	Reporting Frequency* * Annual Annual Annual Annual Annual	Target 3 800000 2400000 30 30%	Result 1 NA NA NA NA	28-Apr 28-Apr 28-Apr 28-Apr 28-Apr	We are currently developing our analytics dashboard to report platform performance metrics which should be available in ~ 2 months timeframe. Also, as part of this effort we will be revisiting the metrics			
PERFORMANC Performance Metric Number of Agencies Jusing platform. Unique Number of Jsers. Number of transactions processed. NPS of agency customer. Percent of successful proofed individuals. Percent of successful ogins vs attempts.	Reporting Frequency* * Annual Annual Annual Annual	Target 3 800000 2400000	Result 1 NA NA NA NA	28-Apr 28-Apr 28-Apr 28-Apr	We are currently developing our analytics dashboard to report platform performance metrics which should be available in ~ 2 months timeframe. Also, as part of this effort we will be revisiting the metrics we'd like to monitor and			
PERFORMANC Performance Metric Number of Agencies Justing platform. Unique Number of Jsers. Number of transactions processed. NPS of agency customer. Percent of successful proofed individuals.	Reporting Frequency* * Annual Annual Annual Annual Annual	Target 3 800000 2400000 30 30%	Result 1 NA NA NA NA	28-Apr 28-Apr 28-Apr 28-Apr 28-Apr 28-Apr	We are currently developing our analytics dashboard to report platform performance metrics which should be available in ~ 2 months timeframe. Also, as part of this effort we will be revisiting the metrics we'd like to monitor and			

INTRUCTIONS:				
Performance Table				
1. Review and validate the perfromance measure (Column I); enter yes only if the	measure is no longer			
2. Add a new performance metric to replace the one that has been closed as nece	essary.			
Performance Actuals Table				
1. Enter the actual result for the month of January (Column D). This is not a cumr	nulative total.			
2. Enter the date in which the actual results represented (Column E). Example: Us	se 10/31/16 for the Octo	ber report (not the currer	nt date)	
3. If the actual result is not meeting or exceeding the target as reported in column	C, provide explanation			
in (Column F)				

PERFORMAN	ICE METRI	CS TABLE							
	Metric		Unit of Measure*	Measurement Category		Measureme nt	Reporting	Is the Metric	
Metric ID	Name	Metric Description**	*	Mapping	Target for 2017	Condition**	Frequency**	Retired?	Reasoning
	Agency	Number of agency							
	Applications in	applications using login.gov		Strategic and					
1	Production	platform.	count	Business Results	3	Over target	Annual	No	
				Financial					
2	User Adoption	Unique Number of Users.	count	Performance	400000	Over target	Annual	No	
									This is a system level metric and does not necessarily represent strategy/business result. A more appropriate metric is "User Adoption"
	Login	Number of transactions		Strategic and	2,00000			v	which measures unique number of
3	transactions	processed.	count	Business Results	2400000	Over target	Annual	Yes	users is on the list.
	Net Promoter	NDC C		Customer					
4	Score	NPS of agency customer.	number	Satisfaction (Results)	30	Over target	Annual	No	
_	Dunneling unto	Percent of successful		Strategic and	20	Over toward	A	No	
5	Proofing rate	proofed individuals.	percent	Business Results	30	Over target	Annual	No	
_	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No	
	Number of Account Takeover reports	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	Yes	Account take over results from fraudulent activity by malicious actors and typically requires end users to report who are impacted by this. As user adoption grows, we plan to implement fraud detection in the platform which will allow us to detect and prevent fraud and build mechanism for reporting any account takeovers.
NEW	·					Ü			
PERFORMAN		LS TABLE							
	Reporting								
Performance	Frequency*		Actual	Actual Results					
Metric		Target		Date	Comments				
Agency Applications		Turber	itesuit	Dute	Comments				
in Production	Annual	2	1	31-May					
iii i i ouuctioii	Aiiiuai	3		JI-IVIAY					
User Adoption	Annual	800000	NA	31-May	These metrics will be reported annually before				
					lend of FY.				
Net Promoter Score	Annual	30	NA	31-May	Cha of Fr.				

Proofing rate	Annual	30%	NA	31-May				
Login success rate	Monthly	70%		,	This metric will be reported once CBPJobs application is made available to public users.			
	,			·	·			
INTRUCTION	IS:							
Performance Table	2							
1. Review and valida	te the perfroman	ce measure (Column I); enter	yes only if the	measure is no longer				
2. Add a new perfor	mance metric to r	eplace the one that has been	closed as nec	essary.				
Performance Actu	als Table							
Enter the actual re	esult for the mont	h of January (Column D). Th	is is not a cum	mulative total.				
2. Enter the date in	which the actual re	esults represented (Column E). Example: U	ent date)				
3. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Column F) Output Description:								

PERFORM/	NCE MET	TRICS TABLE							
Metric ID	Metric Name		Unit of Measure*	Performance Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency*	Is the Metric Retired?	Reasoning
Wicting 15	Applications	applictions using		Strategic and Business	ranger for 2017	Condition		netireu.	neasoning
1	in Production	login.gov platform.	count	Results	3	Over target	Annual	No	
2	User Adoption		count	Financial Performance	400000	Over target	Annual	No	
3	transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	Yes	and does not necessarily represent strategy/business
4	Net Promoter Score	NPS of agency customer. Percent of successful	number	(Results)	30	Over target	Annual	No	
5	Proofing rate Login success	proofed individuals. Percent of successful	percent	Strategic and Business Results Strategic and Business	30	Over target	Annual	No	
6	rate	logins vs attempts.	percent	Results	70	Over target	Monthly	No	
7	Account Takeover	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	Yes	from fraudulent activity by malicious actors and
NEW									
PERFORMA	NCE ACT	UALS TABLE							
Performance Metric	Reporting Frequency	Target	Actual Result	Actual Results Date	Comments				
Applications in		- anget	nesure .	/ rectain rectains Date					
Production	Annual	3	1	. 31-May	1				
User Adoption Net Promoter	Annual	800000	NA	31-May	These metrics will be reported annually				
Score	Annual	30	NA	31-May	before end of FY.				
Proofing rate	Annual	30%	NA	31-May	THIS HIELIC WIII DE				
					reported once CBPJobs application is made available to				
Login success rate	iviontnly	70%	IVA	31-May	and lie man				
INTRUCTIO	NS:								
Performance Ta									
1. Review and val	date the perfro	mance measure (Column	I); enter yes or	nly if the measure is no					

2. Add a new performance metric to replace the one that has been closed as necessary.		
Performance Actuals Table		
1. Enter the actual result for the month of January (Column D). This is not a cummulative total.		
2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)	
3. If the actual result is not meeting or exceeding the target as reported in column C, provide explana		

Login.gov July 17

PERFORM	/ANCE ME	TRICS TABLE							
Metric ID	Metric Name	Metric Description**		Performance Measuremen t Category Mapping	Target for 2017	Measurem ent Condition*	Reporting Frequency*	_	Reasoning
	Agency Applications 1 in Production	Number of agency applictions using login.gov platform.	count	Strategic and Business Results	3	Over target	Annual	No	
	User 2 Adoption	Unique Number of Users.	count	Financial Performance	400000	Over target	Annual	No	
	Login 3 transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	Yes	This is a system level metric and does not necessarily represent strategy/business result. A more appropriate metric is "User Adoption" which measures unique number of users is on the list.
	Net Promoter 4 Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No	
	5 Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No	
	Login success 6 rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No	

7 NEW	Number of Account Takeover reports	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	Yes	Account take over results from fraudulent activity by malicious actors and typically requires end users to report who are impacted by this. As user adoption grows, we plan to implement fraud detection in the platform which will allow us to detect and prevent fraud and build mechanism for reporting any account takeovers.
PERFORM	ANCE ACT	TUALS TABLE							
Performance Metric		Target	Actual Result	Actual Results Date	Comments				
Agency		raiget	itesuit	Results Date	Comments				
Applications in Production	Annual	3	1	31-Jul					
User Adoption Net Promoter	Annual	800000	3522	31-Jul					
Score	Annual		NA	31-Jul	These metrics will be reported annually				
Proofing rate Login success	Annual	30%	NA	31-Jul					
rate	Monthly	70%	95.9%	31-Jul					
INTRUCTIO	NS:								
Performance Ta									
 Review and va is no longer valid. 	idate the perfo	rmance measure (Column	l); enter yes o	only if the measure					
2. Add a new per	formance metr	ric to replace the one that h	nas been clos	ed as necessary.					
Performance Ac	tuals Table								
remormance Ac	tudis Table								

1. Enter the actual result for the month of July (Column D). This is not a cummulative									
total.									
2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)									
3. If the actual result is not meeting or exceeding the target as reported in column C,									

PERFORMANO	E METRICS TA	BLE							
			Unit of	Performance			Reporting	Is the	
				Measurement		Measuremen		Metric	
Metric ID	Metric Name	Metric Description**	**	Category Mapping	Target for 2017	t Condition**	*	Retired?	Pi
WELLICID	Agency Applications in	Number of agency applictions		Strategic and Business	Target 101 2017	Condition		Netireu:	Reasoning
1	Production	using login.gov platform.	count	Results	3	Over target	Annual	No	
	User Adoption	Unique Number of Users.	count	Financial Performance		Over target	Annual	No	
_	osci /taoption	ornque rumber or osers.	Count	Tindicial Ferrormance	100000	over target	7 timudi		
									This is a system level metric and does not
									necessarily represent strategy/business result. A
		Number of transactions		Strategic and Business					more appropriate metric is "User Adoption" which
3	Login transactions	processed.	count	Results	2400000	Over target	Annual	Yes	measures unique number of users is on the list.
									Measuring this metric in FY18 will have a more
				Customer Satisfaction					representative sampling of providing service at
4	Net Promoter Score	NPS of agency customer.	number	(Results)	30	Over target	Annual	No	scale.
		Percent of successful proofed		Strategic and Business					
5	Proofing rate	individuals.	percent	Results	30	Over target	Annual	No	
		Percent of successful logins vs		Strategic and Business					
6	Login success rate	attempts.	percent	Results	70	Over target	Monthly	No	
									Account take over results from fraudulent activity
									by malicious actors and typically requires end
									users to report who are impacted by this. As user
									adoption grows, we plan to implement fraud
	AL	Nh							detection in the platform which will allow us to
_	Number of Account	Number of reported account			_			V	detect and prevent fraud and build mechanism for
	Takeover reports	takeovers.	count	Innovation	1	Over target	Annual	Yes	reporting any account takeovers.
NEW									
DEDECORMANIA	E ACTUALS TA	DIE							
		IDLE							
Performance	Reporting		Actual						
Metric	Frequency**	Target	Result	Actual Results Date	Comments				
					The 3rd agency application, Customs				
					and Border Protection "Trusted				
					Traveler Program", went live in				
Agency Applications in					Production on October 1, 2017				
Production	Annual	3	2	29-Sep	, , ,				
User Adoption	Annual	400000		29-Sep	These metrics will be reported				
Net Promoter Score	Annual		NA	29-Sep	annually before end of FY.				
Proofing rate	Annual Monthly	30%		29-Sep 29-Sep	0				
Login success rate	iviontniy	70%	78.2%	29-Sep	<u>, </u>	1			
INTRUCTIONS	:								
Performance Table									
1. Review and validate	the performance measu	re (Column I); enter yes only if the I	measure is no	longer valid.					
		ne one that has been closed as nece							
Performance Actuals									
	•	ember (Column D). This is not a cu							
2. Enter the date in wh	ich the actual results rep	oresented (Column E). Example: Us	e 10/31/16 f	or the October report (not t	he current date)				
2			Ci						
 ii trie actual result is 	not meeting or exceeding	ng the target as reported in column	c, provide ex	pianation in (Column F)					

Login.gov October 17

PERFORMANCE METRI	ICS TARI F								
Metric ID		Metric Description**	Unit of Measure**	Performance Measuremen t Category Mapping	Target for 2018	Measurem ent Condition*	Reporting Frequency*	Is the Metric Retired	Reasoning
				1					
	Agency Applications in 1 Production	Number of agency applictions using login.gov platform. Unique Number of	count	Strategic and Business Results Financial	:	Over target	Annual	No	
	2 User Adoption	Users.	count	Performance	40000	Over target	Annual	No	
	3 Login transactions	Number of transactions processed.	count	Strategic and Business Results	240000) Over target	Annual	Yes	This is a system level metric and does not necessarily represent strategy/business result. A more appropriate metric is "User Adoption" which measures unique number of users is on the list.
	Net Promoter 4 Score	NPS of agency customer.	number	Customer Satisfaction (Results)	34) Over target	Annual	No	Measuring this metric in FY18 will have a more representative sampling of providing service at scale.
	5 Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results		Over target	Annual	No	providing service at scare.
	6 Login success rate	Percent of successful	percent	Strategic and Business Results		Over target	Monthly	No	
NEW	Number of Account Takeover 7 reports	Number of reported account takeovers.	count	Innovation		L Over target	Annual	Yes	Account take over results from fraudulent activity by malicious actors and typically requires end users to report who are impacted by this. As user adoption grows, we plan to implement fraud detection in the platform which will allow us to detect and prevent fraud and build mechanism for reporting any account takeovers.
PERFORMANCE ACTUA	ALS TABLE								

	Reporting			Actual			
		_					
Performance Metric	Frequency**	Target	Actual Result	Results Date	Comments		
					With the rollout of TTP (Trusted		
					Traveler Program), many users believed		
					their old system credentials could be		
					used with login.gov; there were many		
					users who failed signing in several times		
					while repeatedly trying their old non-		
					login.gov credentials who finally		
					succeeded after calling login.gov		
					contact center. We anticipate to hit our		
					target with subsequent rollouts as we		
					have learnings from TTP on how		
					agencies should communicate to their		
		700/	65.604	24.0.1	users of the systems changing		
Login success rate	Monthly	70%	65.6%	31-Oct			
INTRUCTIONS:							
Performance Table							
1. Review and validate the performance measure (Column I); enter yes	only if the measure is n	o longer valid.		_		
2. Add a new performance metric to replace the o	ne that has been clo	sed as necessary.					
Performance Actuals Table							
1. Enter the actual result for the month of Septemb	er (Column D). This	is not a cummulative to	otal.				
2. Enter the date in which the actual results represe	ented (Column E). E	xample: Use 10/31/16 f	or the October rep	ort (not the current	date)		
3. If the actual result is not meeting or exceeding the	ne target as reported	d in column C, provide e	xplanation in (Colur	nn F)			

Login.gov November 17

PERFORMAN	NCE METRICS T	ABLE							
		Metric Description**		Performance Measurement Category Mapping		Measuremen	Reporting Frequency*	Is the Metric Retired?	Reasoning
WELLIC ID		Number of agency applictions	ivicasure	Strategic and Business	Target for 2018	Condition		Retireu:	Reasoning
1	Production	using login.gov platform.	count	Results	5	Over target	Annual	No	
		0 0 0 1				Ü			
2	User Adoption	Unique Number of Users.	count	Financial Performance	3000000	Over target	Annual	No	
3		Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	Yes	This is a system level metric and does not necessarily represent strategy/business result. A more appropriate metric is "User Adoption" which measures unique number of users is on the list.
	J			Customer Satisfaction		- J			Measuring this metric in FY18 will provide a more representative
4	Net Promoter Score	NPS of agency customer.	number	(Results)	30	Over target	Annual	No	sampling of providing service at scale.
		Percent of successful proofed		Strategic and Business					
5	Proofing rate	individuals.	percent	Results	30	Over target	Annual	No	**************************************
6	Login success rate	Percent of successful logins vs	percent	Strategic and Business Results	62	Over target	Monthly	No	This metric target was lowered to more accurately reflect new users creating and logging into new accounts.
0	Logiii success rate	attempts.	percent	Results	03	Over target	IVIOIILIIIY	INO	users creating and logging into new accounts.
7	Number of Account Takeover reports	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	Yes	Account take over results from fraudulent activity by malicious actors and typically requires end users to report who are impacted by this. As user adoption grows, we plan to implement fraud detection in the platform which will allow us to detect and prevent fraud and build mechanism for reporting any account takeovers.
NEW									
PERFORMAN	NCE ACTUALS T	ABLE							
Performance Metric	Reporting Frequency**	Target	Actual Result	Actual Results Date	Comments				
Login success rate	Monthly	63%	65.6%	30-Nov					
INTRUCTION	IS:								
Performance Table	•								
		sure (Column I); enter yes only if th		longer valid.					
2. Add a new perform	mance metric to replace	the one that has been closed as neo	essary.						
Daufaumanaa A -t	ala Tabla								
Performance Actual 1. Enter the actual re 2. Enter the date in v current date)		ovember (Column D). This is not a curepresented (Column E). Example: U	ummulative total se 10/31/16 for	the October report (not the					
•	is not meeting or exceed	ding the target as reported in colum	nn C, provide exp	olanation in (Column F)					

Login.gov January 18

Perf	rma	nce M	etrics Resul	ts								
	Metric ID		Metric Description**	Unit of Measure**	Performance Measuremen t Category Mapping	Target for 2018		Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
		Agency	Number of Agencies using		Strategic and							
25519	1	Adoption	platform	count	Business Results	5	16	Over target	Monthly	No	13	
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	11,794,194	
	4	Agency Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	26	
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524		Login success	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63		Over target	Monthly	No	71.9	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5		Over target	Annual	No	n/a	

Login.gov February 18

LOSIII	. <u>50v</u>	Colua	<u> </u>									
Perfo	rma	nce Ma	etrics Result	tc								
CIT)1 111a	rice ivid	ctries resum									
					Performance							
					Measurement					Is the		
ОМВ	Metric	Metric	Metric	Unit of	Category	Target for	Target	Measurement	Reporting	Metric	Actual	
			Description**	Measure**	Mapping	•	•	Condition**	Frequency**	Retired?		Justification
-									, and a second			
		Agency	Number of Agencies using		Strategic and Business							
25519	1	Adoption	platform	count	Results	5	16	Over target	Monthly	No	15	
25520	2			count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	12,506,050	
		, ,	Number of Agency									
			applications live in		Strategic and Business							
	4		production	count	Results	n/a	34	Over target	Monthly	No	29	
			Percent of successful		Strategic and Business							
25523	_		proofed individuals	percent	Results	30	20	Over target	Annual	No	n/a	
23323	,		Percent of successful	percent	Nesuits	30	30	Over target	Ailliuai	NO	11/a	
		Login success	logins vs attempts (incl.		Strategic and Business							
25524	6	rate	, ,	percent	Results	63	65	Over target	Monthly	No	72.10%	
			•						i i			
			Percentage of time system		Customer Satisfaction							
27485	7	Uptime	is available	percent	(Results)	99.5	99.5	Over target	Annual	No	n/a	

Login.gov March 18

		iviai cii					1				1	
Perfo	orma	nce M	etrics Resul	ts								
)	1100 101	cti ita itaa									
	Metric ID		Metric Description**	Unit of	Performance Measuremen t Category Mapping	Target for 2018	•	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
		Agency	Number of Agencies using		Strategic and							
25519	1	Adoption	platform	count	Business Results	5	16	Over target	Monthly	No	15	
					Financial							
25520		<u> </u>	<u>'</u>	count	Performance	3,000,000	16,000,000	Over target	Monthly	No	13,340,210	
			Number of Agency									
		Applications	applications live in		Strategic and	l .						
	4		production	count	Business Results	n/a	34	Over target	Monthly	No	31	
25522	_		Percent of successful		Strategic and	20	20			N	a ta	
25523	5		proofed individuals	percent	Business Results	30	30	Over target	Annual	No	n/a	
			Percent of successful		Strategic and							
25524		Login success rate	logins vs attempts (incl. user error)	norcont	Business Results	63	65	Over target	Monthly	No	72.00%	
25524	0	Tate	user error;	percent	Customer	03	03	Over target	IVIOITUITY	INO	72.00%	
			Percentage of time		Satisfaction							
27485	7		system is available	percent	(Results)	99.5	99 5	Over target	Annual	No	n/a	
27463	,	optime	jayatem ia avallable	percent	(INESUILS)	33.3	33.3	Over target	Ailiuai	INU	11/d	

Login.gov April 18

LOGIN.	<u>.gov</u>	<u>April 18</u>	8									
Perfo	rma	nce Mo	etrics Result	ts								
ОМВ	Metric	Metric	Metric	Unit of	Performance Measuremen t Category	Target for	Target	Measurement	Reporting	Is the Metric	Actual	
ID**	ID	Name	Description**	Measure**	Mapping	2018	_	Condition**	Frequency**	Retired?	Result	Justification
25519		, ,	Number of Agencies using	count	Strategic and Business Results		16	Over target	Monthly	No	16	
23319		Adoption	piationiii	Count	Financial	,	10	Over target	Wichting	INO	10	
25520	2	User Adoption	Unique Number of Users	count	Performance	3,000,000	16,000,000	Over target	Monthly	No	14,095,562	
		Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	33	
25523	5		Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524		_	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63	65	Over target	Monthly	No	73.00%	
27485			Percentage of time	percent	Customer Satisfaction (Results)	99.5		Over target	Annual	No	n/a	

Login.gov October 18

	-0	Octobe						1		1		
Perfo	rma	nce Ma	etrics Result	tc								
· Ciic)	TICC IVI	ctiles itesuit		l							
					Performance					Is the		
ОМВ	Metric	Metric	Metric		Measurement	Target for	Target	Measurement	Reporting	Metric	Actual	
						_	_					1
ID**	ID	Name	Description**	Measure**	Category Mapping	2018	tor 2019	Condition**	Frequency**	Retired?	Result	Justification
			Number of Agencies using		Strategic and Business							
25519	1	Adoption	platform.	count	Results	5	16	Over target	Monthly	No	11	
	_							_			0.754.006	
25520	2	User Adoption	Unique Number of Users.	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	9,751,296	
	_		Percent of successful		Strategic and Business							
25523	5	Proofing rate	proofed individuals.	percent	Results	30	30	Over target	Annual	No		
		l agin sugges	Percent of successful		Ctratagia and Dusinass							
25524		Login success			Strategic and Business	-					75.6	
25524	6	rate	logins vs attempts.	percent	Results	63	65	Over target	Monthly	No	75.6	
		l	Percentage of time system		Customer Satisfaction			_				
27485	7	Uptime	is available	percent	(Results)	99.5	99.5	Over target	Annual	No	100	

Login.gov November 18

	.60.		IDCI IO									I
Perfo	rma	nce M	etrics Resul	ts								
				•								
ОМВ	Metric	Matric	Metric	Unit of	Performance Measurement Category	Target for	Target	Measurement	Reporting	Is the	Actual	
							_					
ID**	ID	Name	Description**	Measure**	Mapping	2018	for 2019	Condition**	Frequency**	Retired?	Result	Justification
		Agency	Number of Agencies using		Strategic and							
25519			"	count	Business Results	_	16	Over target	Monthly	No	13	
23313	1	Adoption	piationii	Count	Financial		10	Over target	IVIOITITITY	140	15	
25520	2	Liser Adontion	Unique Number of Users	count	Performance	3 000 000	16,000,000	Over target	Monthly	No	10,433,340	
23320		OSCI /Idoption	oriique rumber or osers	COUNT	renormance	3,000,000	10,000,000	over target	iviolitiny	140	10/133/310	
			Percent of successful		Strategic and							
25523	5	Proofing rate	proofed individuals	percent	Business Results	30	30	Over target	Annual	No	n/a	
		Login success	Percent of successful		Strategic and							
25524	6	~		percent	Business Results	63	65	Over target	Monthly	No	74.79%	
25524				p 5. 00.110			- 03		,		7 5 70	
			Percentage of time		Customer Satisfaction	l						
27485	7	Uptime	system is available	percent	(Results)	99.5	99.5	Over target	Annual	No	n/a	

Login.gov December 18

		nce M	etrics Resul	ts								
	Metric ID		Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018		Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519		Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	12	
25520		User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	11,183,110	
		Agency Application s	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	26	
25523			Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524		Login success	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63		Over target	Monthly	No	82	
27485			Percentage of time	percent	Customer Satisfaction (Results)	99.5		Over target	Annual	No	n/a	

CPIC May 19

	, , ,											
Perfo	Performance Metrics Results											
	Metric ID	Metric Name		Unit of Measure**	Performance Measuremen t Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519	1	Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	20	
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000		Over target	Monthly	No	15,584,126	
	4	Agency Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	36	
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524	6	Login success	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63		Over target	Monthly	No	66%	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	

CPIC June 19

Perf	orma	nce M	etrics Resul	ts								
	Metric ID		Metric Description**	Unit of Measure**		Target for 2018	_	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
		Aganay	Number of Agencies using		Ctrotogic and							
25519	1	Agency Adoption	platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	20	
			P		Financial	1		a ranger				
25520	2	User Adoption	Unique Number of Users	count	Performance	3,000,000	16,000,000	Over target	Monthly	No	15,584,126	
	,		Number of Agency applications live in	count	Strategic and	n/2	24	Over target	Monthly	No	36	
	4		production	count	Business Results	n/a	34	Over target	Monthly	INO	30	
25523	5		Percent of successful proofed individuals	percent	Strategic and Business Results	30	n/a	Over target	Annual	No	n/a	
25524	l	Login success	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63	65	Over target	Monthly	No	66.76%	
23324			Percentage of time	percent	Customer Satisfaction		03	over target	Montany		00.7070	
27485	7	Uptime	system is available	percent	(Results)	99.5	99.5	Over target	Annual	No	n/a	

CPIC July 19

Performance Metrics Results												
	Metric ID		Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	•	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
		Agangu	Number of Agencies using		Stratogic and							
25519	1		platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	20	
	_		P. C. C.		Financial			or ar sanger				
25520	2	User Adoption	Unique Number of Users	count	Performance	3,000,000	16,000,000	Over target	Monthly	No	16,047,242	
	4	Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	24	Over target	Monthly	No	39	
25522	-		Percent of successful		Strategic and							
25523	5	Ü	proofed individuals Percent of successful logins vs attempts (incl.	percent	Business Results Strategic and	30		Over target	Annual	No	n/a	
25524	6	rate	user error)	percent	Business Results	63	65	Over target	Monthly	No	57.00%	
27485	7		Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	

CPIC August 19

<u> </u>	10.60											
Perfo	rma	nce Mo	etrics Result	ts								
					Performance							
					Measurement					Is the		
ОМВ	Metric	Motric	Metric			Target for	Target	Measurement	Reporting	Metric	Actual	
						_	_					
ID**	ID	Name	Description**	Measure**	Mapping	2018	tor 2019	Condition**	Frequency**	Retired?	Result	Justification
1		Agency	Number of Agencies using		Strategic and Business							
25519	1	Adoption	platform	count	Results	5	16	Over target	Monthly	No		
	_	l								l		
25520	2		<u>'</u>	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No		
1			Number of Agency									
		Applications	applications live in		Strategic and Business	,	24			l		
	4		production	count	Results	n/a	34	Over target	Monthly	No		
			Percent of successful		Charterie and Dunings							
25523	_	Draofing rate	proofed individuals		Strategic and Business Results	30	20	Over target	Annual	No	n/a	
25523		Proofing rate	Percent of successful	percent	Results	30	30	Over target	Annual	INO	II/a	
		Login success	logins vs attempts (incl.		Strategic and Business							
25524		rate	user error)		Results	63	65	Over target	Monthly	No		
23324	- 0	Tate	user error)	percent	Nesuits	03	03	Over larget	IVIOLICITY	INO		
			Percentage of time system		Customer Satisfaction							
27485	7	Uptime	is available	percent	(Results)	99.5	99.5	Over target	Annual	No	n/a	
27483	/	Johnnie	lis available	lheireiir	(Nesults)	99.5	39.5	Over larger	Aiiiiudi	טאון	l II/a	